American Water Works Association

www.amwater.com/mdaw/

Maryland American Water

www.mde.state.md.us Maryland Department of the Environment

www.epa.gov/safewater

www.cdc.gov

United States Environmental Protection Agency (USEPA)

Centers for Disease Control and Prevention

following addresses:

as well as Maryland American Water's website at the conservation and public health. You may visit these sites many issues relating to water resources, water

(MDE) provide a substantial amount of information on and Prevention, and Maryland Department of Environment (USEPA) Office of Water, the Centers for Disease Control The web sites of U. S. Environmental Protection Agency

various cities and counties in Virginia and in Maryland. (MAW-WAM) which serves over 60,000 customers in Canada. MAW is also part of Maryland -Virginia Water approximately 15 million people in 32 states and Ontario, drinking water, wastewater and other related services to more than 7,000 dedicated protessionals who provide headquarters in Voorhees, N.J., the company employs owned U.S. water and wastewater utility company. With Founded in 1886, American Water is the largest investor-County, Maryland. MAW is part of American Water. 4880 customers in the City of Bel Air and parts of Harford (www.amwater.com/mdaw/) provides water service to Maryland American Water (MAW)

2009 Annual

Water Information Sources

**Water Quality** Report **AMERICAN WATER Bel Air District** PWS ID: MD0120003

therefore do not receive this report directly. not billed customers of Maryland American Water and information with water users at their location who are groups are encouraged to share this important Landlords, businesses, schools, hospitals and other

## Share This Report

an average dose of about 1.0 ppm. Maryland American Water adds fluoride to your water at

Is there fluoride in your water?

nor basic. units. A pH of 7.0 is considered neutral, neither acidic Mater in the distribution system averages about 7.3 pH

> of your water? What is the pH (acidity) range

The sodium level for American Water was 64 ppm. How much sodium is in your water?

# of Interest in Water Other Water Quality Parameters

the Susquehanna River and seven wells in the area. County water system are the Loch Raven Reservoir, water as needed. The supply sources for Harford County water system, from which we purchase treated There is also an interconnection with the Harford

distribution system. water is treated on site and directly pumped into the Bel Air's Department of Public Works. This well have a well located on property owned by the Town of miles. Much of the watershed is agricultural. We also Winters Run covering an area of roughly 35 square

part of the Bush River Basin with the watershed for bring water into the treatment plant. Our water supply is two (2) wells, intakes along the banks of Winters Kun of Harford County are Winters Run (a surface supply) and The sources of supply for the Town of Bel Air and portions

### Where Does My Water Come From?

Department of the Environment at (800) 633-6101. for Winters Run can be found by contacting the Maryland procedures. More detailed information regarding the CPE and completion and update of some of the plant operating design, all to improve and optimize plant performance; run with another coagulant and review of sedimentation development of Water Treatment Goals; successful trial on many of their recommendations. This included Evaluation (CPE) in 2007. In 2009, MAM made progress MDE also performed a Comprehensive Performance

(800) e33-e101: the Maryland Department of the Environment at Assessment for Winters Run can be found by contacting detailed information regarding the Source Water runoff from roads, parking lots and agricultural land. More susceptible to contamination from transportation spills, assessment found that Winters Run is potentially Water Assessment for Winters Run in 2004. The Department of Environment (MDE) completed the Source water systems to potential contamination. The Maryland establish a program to assess the vulnerability of public Act (SDWA). Those amendments require all states to

### Source Water Assessment Completed

the 1996 amendments to the Federal Safe Drinking Water

A Source Water Assessment Program (SWAP) is a result of

Just as important, we place a strong focus on acting as stewards of our environment. In Maryland, we participate in activities that help communities protect the watershed and educate customers on how to use water wisely. You can learn more about these programs on our website at www.amwater.com/mdaw/.

Also in 2009, RWE Group sold its remaining shares of American Water stock, completing the divestiture of American Water from RWE Group. As a subsidiary of American Water, we are proud to celebrate this milestone.

At Maryland American Water, we deliver more than just water. We deliver a key resource for public health, fire protection, the economy and the overall quality of life we enjoy. We also deliver value – our water service costs about a penny a gallon! It's part of our commitment to serve you and everyone in the community. For more information or for additional copies of this report, visit us online at www.amwater.com/mdaw/, or contact our Customer Service Center at 1-800-452-6863.

Thank you for being a Maryland American Water Customer.

Sincerely,

Maryland American Water President

# **Continuing our Commitment** A Message from Maryland **American Water President**

Maryland American Water is proud to be your local water company. Our lives revolve around water. It's in everything we do, everything we use. That's why it's important that we share with our customers information about our commitment to providing high-quality water service – a service you enjoy at about a penny a gallon.

I am pleased to provide you with the 2009 Annual Water Quality Report with detailed information about the source and quality of your drinking water. We have prepared this report using the data from water quality testing conducted for your local water system from January through December 2009. You'll find that we supply water that surpasses or meets all federal and state water quality regulations.

# **A+ WATER QUALITY FOR ABOUT A PENNY**

Did you know that you pay about a penny for a gallon of your tap water?

Providing high-quality water service is our business. Our team of water quality experts and certified operators monitor your water from source to tap, and we have an exceptional track record when it comes to water quality. Our compliance record for meeting or surpassing state and federal drinking water standards was 100 percent last year. That beats the national average.

Tap water: an exceptional value!

WE CARE ABOUT WATER. IT'S WHAT WE DO.



and save the hose for rinsing.

Repair leaks in faucets and hoses.

Use mulch around plants and shrubs.

Water the lawn and garden in the early

You can conserve outdoors as well:

• Do not let the water run while shaving

Do not use the toilet for trash disposal.

devices in faucets, toilets and appliances.

Conservation measures you can use inside your

assure you, our customers, a superior quality water.

dedicated plant operations and water quality staff

confinuously monitor and control these plant processes to

for reduction of dental cavities. Throughout the process

is added for corrosion control and fluoridation is provided

settling followed by filtration and disinfection. An inhibitor

Current treatment processes include coagulation and

Replace old fixtures; install water-saving

• Fix leaking faucets, pipes, toilets, etc.

Run the dishwasher only when full.

Soak dishes before washing.

Wash only full loads of laundry.

Water Conservation Tips

How is Your Water Treated?

Use water-saving nozzles.

morning or evening.

or brushing teeth.

Take shorter showers.

Use water from a bucket to wash your car,

O Gateway Drive ite 17-18B I Air, MD 21014

Printed on recycled paper. Each ton of recycled paper saves 7,000 gallons of water.

# **Water Quality Statement**

The staff and manage year from our Bel Air		,			•	andards :			water.	,	during th	ie past
Bacterial Test Results: Measured fr	om Bel Air Wat	er Distribu	tion System	n (Maryland American W	<u> </u>							
Substance (units)	Year Sampled		F0/ 611	MCL	MCLG	Highest Pe	ercentage Detected	d Com	pliance Achieved	Typical Source		
Total Coliforms (% of positive samples)  Turbidity: A Measure of the Clarity	2009			e monthly samples can be p			0		Yes	Naturally pre	sent in the enviror	nment
Plant Substance			r Sampled	MCL		MCLG	Highest Single N	/leasureme	ent Compli	ance Achieved	Typical Source	ce
Bel Air Plant Turbidity			2009	π		NA	0.25			Yes	Soil runoff	
<sup>1</sup> All turbidity readings were below the			•			ken for complian	nce on a monthly	basis. Tre	atment techniqu	e requirement	was met.	
Total Organic Carbon Removal: Mea		_	eatment Fac		<u> </u>		out of Domestin		0		T-1-10	
Substance (units)  Total Organic Carbon (TOC) (% removal) <sup>2</sup>		Sampled 009	Meet FPA R	removal Requirements	Range of % Removal F NA <sup>2</sup>	equired Aver	rage % Removal Ac	chieved	Compliance Yes		Typical Source Naturally decaying	d vedetation
<sup>2</sup> Alternative compliance criteria were	met such that i	required rer	moval of TOC			roducts is not ap		ganic ma				
disinfectants used at the treatment Other Regulated Substances: Samp		, ,		tribution System (Mary	land American Wate	or Data)						
Substance (units)	Year Sampled	MCL	MCLO				oliance Achieved	Typical S	ource			
Disinfectant & Disinfection By-Products								7,				
Chlorine (ppm) <sup>3</sup> Distribution System	2009	4	4	1.1 Average 0.7 - 1.5 (Low - H	High) 0.3 - 1	2.0	Yes	Disinfect	ant added in the t	reatment proces	is	
Chlorine (ppm) <sup>3</sup> at the Treatment Plant	2009	MRDL=4	MRDLG		1.3 -	3.1	Yes	Disinfect	ant added in the t	reatment proces	is	
Chlorine (ppm) <sup>3</sup> at the Well	2009	MRDL=4	MRDLG	=4 1.0 Lowest	0.7 - 1		Yes		ant added in the t		iS	
Total Trihalomethanes (TTHMs) (ppb) 4	2009	80	0	36.6	13.9 -		Yes		ct of drinking wate			
Haloacetic Acids (THAA5) (ppb) <sup>4</sup> Organic Contaminants	2009	60	0	36.7	9.6 - 8	4.4	Yes	By-produ	ct of drinking wate	er chlorination		
Atrazine (ppb)	2009	3	3	0.2	0.2 -	0.2	Yes	Runoff fr	om herbicide used	on crops		
Radioactive Contaminants												
Alpha emitters (pCi/L)	2002	15	0	0.6	NA		Yes	Radioact	ive decay of natura	al deposits		
Beta/photon emitters (pCi/L) 5	2002	50	0	2.2	NA		Yes	Radioact	ive decay of natura	al deposits and	man-made source	es .
Inorganic Contaminants  Barium (ppm)	2009	2	2	0.031	0.031 -	0.031	Yes	Dischard	e of drilling wastes	and metal refir	neries: Frosion of a	natural denosits
Fluoride (ppm)	2009	4	4	0.031	0.031 -		Yes		ditive which promo			
Nitrate as Nitrogen (ppm)	2009	10	10	2.85	2.30 -	3.40	Yes		om fertilizer use; L		ptic tanks; Treate	d wastewater;
<sup>3</sup> Range represents sampling at indivi	l idual sample po	ints. Also, N	IRDL (maxin	num residual disinfectant				LIUSION	of natural deposits			
<sup>4</sup> Average is based on the 4 Quarter A <sup>5</sup> The MCL for the Beta particles is wr					concern for Beta pa	rticles.						
Lead and Copper Results: Tap Water												
Substance (units) Year Sampled	Action Level	MCLG	Numbe	r of Samples 90th Perc	centile Homes Abov	ve Action Level	Compliance Achie		oical Source			
Lead (ppb) 2008 Copper (ppm) 2008	15 1.3	1.3		31 3 31 0.33	)	0	Yes	_	rrosion of househo rrosion of househo			
Copper (ppm) 2008  Bacterial Test Results: Measured fr			Distributio			-		00	nosion oi nouseno	iu piuilibilig sys	terns, Erosion or n	aturar deposits
Substance (units)	Year Sampl		Diotributio	MCL			nest Percentage D	etected	Compliance Act	ieved Typical	Source	
Total Coliforms (% of positive samples)	2009	No	o more than 5	5% of the monthly samples of	can be positive	0 %	4.0 %		Yes	Natura	lly present in the	environment
Turbidity: A Measure of the Clarity	of Water at the	Harford Co	ounty Water	r Authority Facilities fro	m Harford Ahingdo		as and Damena				MI-A-A	
A 1 1 / 11 )	м о .			1101				_				
Substance (units) Turbidity (NTII) 6	Year Sampled	i		MCL TI	MCLG		t Single Measuren	_	Compliance A	chieved	Typical Source	age 0.05 NTII
Substance (units)  Turbidity (NTU) <sup>6</sup> <sup>6</sup> All turbidity readings were below the	2009		requirement	Π	MCLG NA	Highest	t Single Measuren 0.26	nent	Compliance A	chieved	<b>Typical Source</b> Soil runoff - Avera	age 0.05 NTU
Turbidity (NTU) <sup>6</sup>	2009 e treatment tech	ınique (TT) ı	•	TT of 0.3 NTU, or 0.5 NTU in	MCLG NA n 95% of all sample	Highes s taken for comp	0.26 Oliance on a mon	nent thly basis	Compliance A Yes . Treatment techr	chieved nique requirem	<b>Typical Source</b> Soil runoff - Avera	age 0.05 NTU
Turbidity (NTU) <sup>6</sup> <sup>6</sup> All turbidity readings were below the Total Organic Carbon Removal at Ha Substance (units)	2009 e treatment tech arford County V Year San	inique (TT) i Vater Autho	ority Treatm	TT of 0.3 NTU, or 0.5 NTU intent Facilities from Abin	MCLG  NA n 95% of all sample gdon, Havre de Gra Range of % Removal	Highes s taken for comp	t Single Measuren 0.26 bliance on a mon an Water Treatm Average % Remov	thly basis	Compliance Aves  Yes  Treatment techn ts (Purchased W Compliance	chieved nique requirem /ater) ce Achieved	Typical Source Soil runoff - Avera ent was met.  Typical Source	
Turbidity (NTU) 6  6 All turbidity readings were below the Total Organic Carbon Removal at H. Substance (units)  Total Organic Carbon (TOC) (% removal) 7	2009 e treatment tech arford County V  Year Sam 2009	nnique (TT) i Vater Autho	Met EPA Rer	of 0.3 NTU, or 0.5 NTU in tent Facilities from Abin TT moval Requirements	MCLG  NA n 95% of all sample gdon, Havre de Gra Range of % Removal  NA 2	Highes s taken for comp ce, and Perryma Required	ot Single Measuren 0.26 Diance on a mon an Water Treatm Average % Remov	thly basis	Compliance Aves  Yes  Treatment techn ts (Purchased W Compliance	chieved nique requirem /ater) ce Achieved	Typical Source Soil runoff - Avera ent was met.	
Turbidity (NTU) <sup>6</sup> <sup>6</sup> All turbidity readings were below the Total Organic Carbon Removal at Ha Substance (units)	2009 e treatment tech arford County V	Vater Authorphical Programme (TT) I	Met EPA Removal of TOC	of 0.3 NTU, or 0.5 NTU in tent Facilities from Abin  moval Requirements  C to reduce the formation	MCLG NA n 95% of all sample gdon, Havre de Gra Range of % Removal NA 2 of chlorinated by-pi	Highes s taken for comp ce, and Perryma Required roducts is not ap	o.26 oliance on a montan Water Treatm Average % Remov NA 2 oplicable (NA).	thly basis tent Plan	Yes Treatment technics (Purchased W	chieved nique requirem /ater) ce Achieved	Typical Source Soil runoff - Avera ent was met.  Typical Source	
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### **How to Read the Data Tables**

Maryland American Water conducts extensive monitoring to ensure that your water meets all water quality standards. The results of our monitoring are reported in the tables (at left). While most monitoring was conducted in 2009, certain substances are required to be monitored less than once per year and represent the most current results available. For help with interpreting this table, see the "Table Definitions" section.

Starting with a **Substance**, read across, **Year Sampled** is usually in 2009 or year prior. **MCL** shows the highest level of substance (contaminant) allowed. MCLG is the goal level for that substance (this may be lower than what is allowed). Average Amount Detected represents the measured amount (less is better). Range tells the highest and lowest amounts measured. A Yes under Compliance Achieved means the amount of the substance met government requirements. Typical Source tells where the substance usually originates.

Unregulated substances are measured, but maximum allowed contaminant levels have not been established by the government.

#### **Table Definitions and Abbreviations**

Action Level: The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.

- MCL (Maximum Contaminant Level): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
- MCLG (Maximum Contaminant Level Goal): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
- MRDL (Maximum Residual Disinfectant Level): The highest level of disinfectant routinely allowed in drinking water. Addition of a disinfectant is necessary for control of microbial contaminants.
- MRDLG (Maximum Residual Disinfectant Level Goal): The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination
- mrem/year: Millirems per year (a measure of radiation absorbed by the body.
- NA: Not applicable.
- NTU Nephelometric Turbidity Units: Measurement of the clarity, or turbidity, of water.
- pCi/L (picocuries per liter): Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).
- pH: A measurement of acidity, 7.0 being neutral.
- ppm (parts per million): One part substance per million parts water, or milligrams per liter.
- ppb (parts per billion): One part substance per billion parts water, or
- ppt (parts per trillion): One part substance per trillion parts water, or nanograms per liter.
- TT (Treatment Technique): A required process intended to reduce the level of a contaminant in drinking water.

## Cryptosporidium

Cryptosporidium is a single cell microbial organism found in surface water throughout the US. During its life cycle it matures into resistant cells called oocysts that can be shed in feces. The disease caused by Cryptosporidium is called Cryptosporidiosis and is caused by infection with oocysts. People can be exposed to oocysts from other people, animals, water, swimming pools, fresh food, soils, and any surface that has not been sanitized after exposure to feces. Symptoms range from a mild to incapacitating diarrhea, cramps, loss of appetite, weight loss, nausea, and low-grade fever.

Although Cryptosporidium can be removed through commonly-used filtration methods, USEPA issued a new rule in January 2006 that requires systems with higher Cryptosporidium levels in their source water to provide additional treatment. The USEPA created this rule (Long Term 2 Enhanced Surface Water Treatment Rule (LT2ESWTR) to provide for increased protection against microbial pathogens, such as Cryptosporidium, in public water systems that use surface water sources. In anticipation of this upcoming rule, Bel Air Plant started monitoring for Cryptosporidium in its raw water in 2005 and completed it in 2007. Results show additional treatment is not required.

### **Special Monitoring**

Monitoring for contaminants in accordance with the Unregulated Contaminant Monitoring Rule (UCMR2) was conducted in 2009. We only found 1.2 parts per billion of Metoalachlor ESA. This is typically a degradation product of alachlor, an herbicide used with corn, bean, peanut, and soybean crops to control grasses and weeds.

# **Substances Expected to be** in Drinking Water

To ensure that tap water is of high quality, U.S. Environmental Protection Agency prescribes regulations limiting the amount of certain substances in water provided by public water systems. U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health. Maryland American Water's advanced water treatment processes are designed to reduce any such substances to levels well below any health concern.

The source of drinking water (both tap water and bottled water) includes rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

### **Contaminants that may be present** in source water include:

Microbial Contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, or wildlife.

Inorganic Contaminants, such as salts and metals, which can be naturally occurring or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and Herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses. Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and may also come from gas stations, urban stormwater runoff, and septic systems.

Radioactive Contaminants, which can be naturally occurring or may be the result of oil and gas production and mining activities.

For more information about contaminants and potential health effects, call the USEPA's Safe Drinking Water Hotline at (800) 426-4791.

### **Special Health Information**

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as those with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers, USEPA/CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791) or by calling our Customer Service Center at (800) 685-8660.

## Information About Lead Is there lead in my water?

Although we regularly test lead levels in your drinking water, it is possible that lead and/or copper levels at your home are higher because of materials used in your plumbing. If present, elevated levels of lead can cause serious problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Maryland American Water is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead and copper exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. You can also use cold water for cooking, drinking. or making baby formula; use low lead containing faucets; and when replacing or working on pipes, use lead-free solder, Maryland American Water remains in full compliance with all of the requirements dealing with lead in drinking water. If you are concerned about lead in your drinking water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the National Lead Information Center (800-LEAD-FYI) or the USEPA Safe Drinking Water Hotline at 1-800-426-4791 or at http://www.epa.gov/safewater/lead.